

CARE CONNECTION FOR CHILDREN CCC FAMILY SURVEY, 2018

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EXECUTIVE SUMMARY

Based on the survey responses, participants in the Care Connection for Children program are overwhelmingly satisfied with the services that they receive and strongly feel that these services have improved their child's and/or their family's lives. Where data is comparable, respondents in 2018 are more satisfied with all staff interactions and report that all services have made things easier for them than respondents in 2013. This is particularly noteworthy for questions where there was "little room for improvement" as the percentage of positive responses were already in the mid-nineties.

Amongst the overall positive responses, some significant differences existed between demographic populations. Hispanic or Latino respondents, as well as respondents who received the survey in Spanish, were significantly more likely to report that CCC staff "Give me information I need", "Are available when needed", and "Respect my culture and my values" than other respondents. These populations were also significantly more likely to report that it has been easier to "Get equipment or medical supplies", "Get basic or primary medical care", and "Get medical care from a specialist" since CCC has been assisting them.

Other significant differences are seen among respondents based on their CCC locations, age of the child receiving services, and whether or not they have a primary care physician who their child sees regularly. It is important to note when considering these differences that responses are quite positive, on average, even amongst populations with a significantly lower response.

Overall, the 2018 CCC survey reveals that respondents are extremely satisfied with the services they receive.

METHODOLOGY

The survey was administered by mail with survey cover letters printed on the respective CCC Agency's letterhead, under the signature of the CCC Agency Program Director. Though 26 different languages were represented in the sample population, only Spanish and English surveys were developed in order to remain within the scope of the project. The Spanish version of the survey was sent to families whose primary language was identified as Spanish while all other families received the English version of the survey. Cover letters (also in English or Spanish) were personalized by including the name of the child's CCC care coordinator in the text, as follows: "According to our records, [*care coordinator's name*] has worked with you regarding your child's health care needs."

An initial survey mailing was done in early September 2018, followed by a postcard reminder two weeks later, and then a second survey mailing in early October 2018 to those families who had not yet returned a completed survey. The survey mailing list was produced electronically from the VDH CCC-SUN database, which is used by the six centers. Surveys were sent to all active clients who had been admitted for services at least three months prior to the survey mailing. The survey was mailed to the name and address of the client's primary contact (i.e., parent/guardian). Survey returns were monitored and the response cut-off date was established on November 14th, 2018.

The analyses of results were based on valid responses. That is, missing data were excluded from the analyses; therefore, the data reported reflect all those persons who responded to the question. Also, throughout this report, it is difficult not to make comparisons across CCCs, since data for individual CCCs are presented. It should be kept in mind when comparing programs, that there are critical differences in program staffing levels, caseload sizes and other variables which would need to be considered in the evaluation of program performance. These survey results are but one source of data about CCC programs which should be considered in the context of other factors.

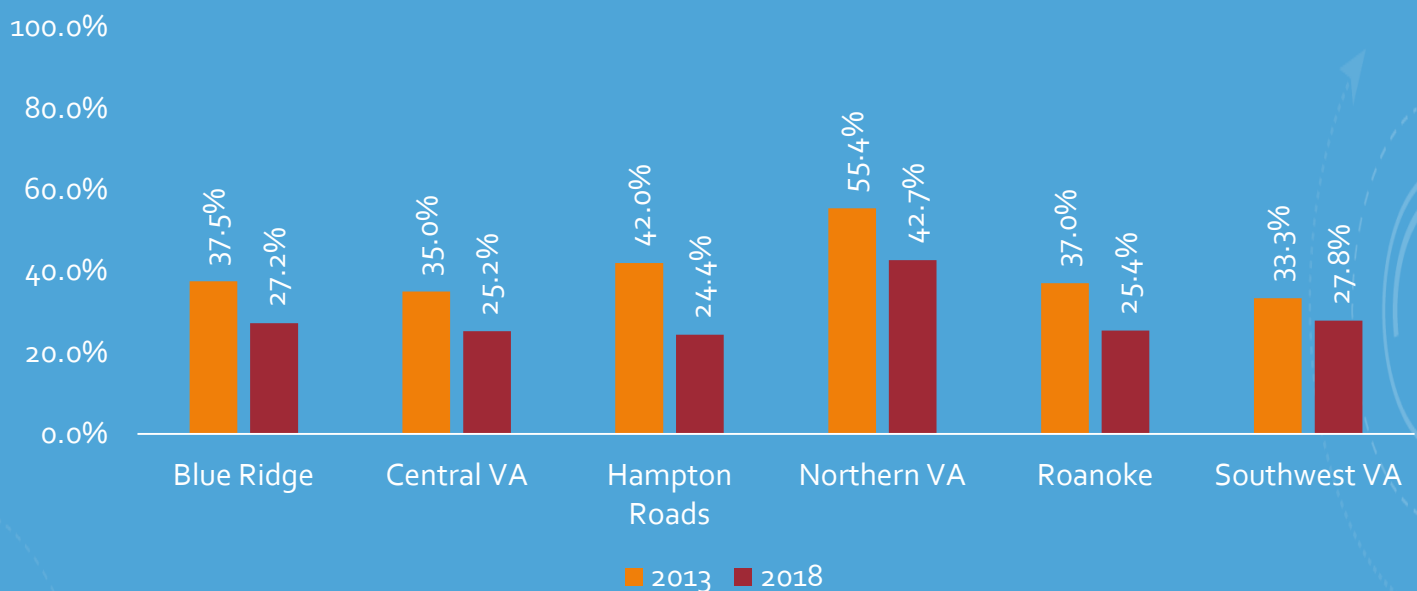
A total of 2,036 surveys were mailed statewide. Although survey return envelopes were addressed to SERL, the outgoing envelopes were labeled with VDH as the return address. Therefore, "undeliverables" were returned to VDH. For undeliverable addresses, the CSHCN Program made every effort to update the mailing list database. If a forwarding address had been provided by the post office, this was used. If not, an effort was made to contact the respective CCC to determine if a current address for the family could be obtained for the second mailing of the survey. If a new address was obtained, survey packets were mailed to the new address.

TABLE 1: TOTAL SURVEY RESPONSE RATE BY LOCATION, 2018(2013)

Location	Total Surveys Mailed 2018 (2013)	Completed Surveys Received 2018 (2013)	Response Rate 2018* (2013)
Blue Ridge	315 (253)	70 (95)	27.2% (37.5%)
Central VA	300 (346)	61 (121)	25.2% (35.0%)
Hampton Roads	447 (331)	90 (139)	24.4% (42.0%)
Northern VA	314 (323)	115 (179)	42.7% (55.4%)
Roanoke	314 (322)	69 (119)	25.4% (37.0%)
Southwest VA	346 (549)	82 (183)	27.8% (33.3%)
Total	2036 (2124)	487 (836)	28.7% (39.4%)

*2018 Responses Rates Calculated based on the Number of Surveys Received by Respondents: 1,739
Returned to Sender: 297; Partially Complete or Blank: 12

Fig. 1: Response Rate by Location, 2013 and 2018
(2013 N=2124, 2018 N=1,739)



Responses rates noticeably declined between 2013 and 2018, however, the proportions of responses across the CCC locations remained similar. The smallest decrease in response rate occurred amongst participants in the Southwest VA CCC (-5.5%) while the largest occurred in Hampton Roads (-17.6%).

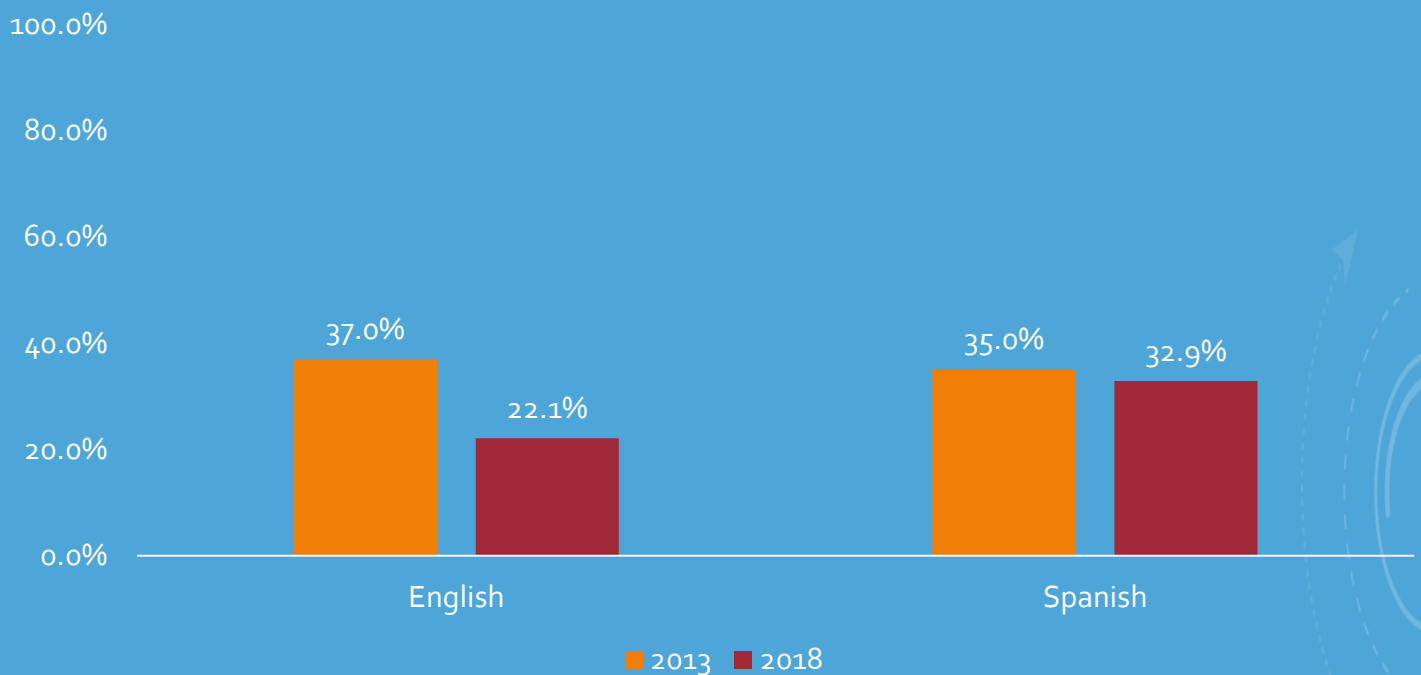
The remainder of this report will include data regarding completed surveys only for 2018.

TABLE 2: COMPLETED SURVEY RESPONSE RATE BY LANGUAGE, 2013 AND 2018

Language	Total Surveys Mailed 2018 (2013)	Completed Surveys Received 2018 (2013)	Completed Response Rate 2018* (2013)
English	1,693 (1,827)	374 (676)	22.1% (37%)
Spanish	343 (297)	113 (161)	32.9% (54%)

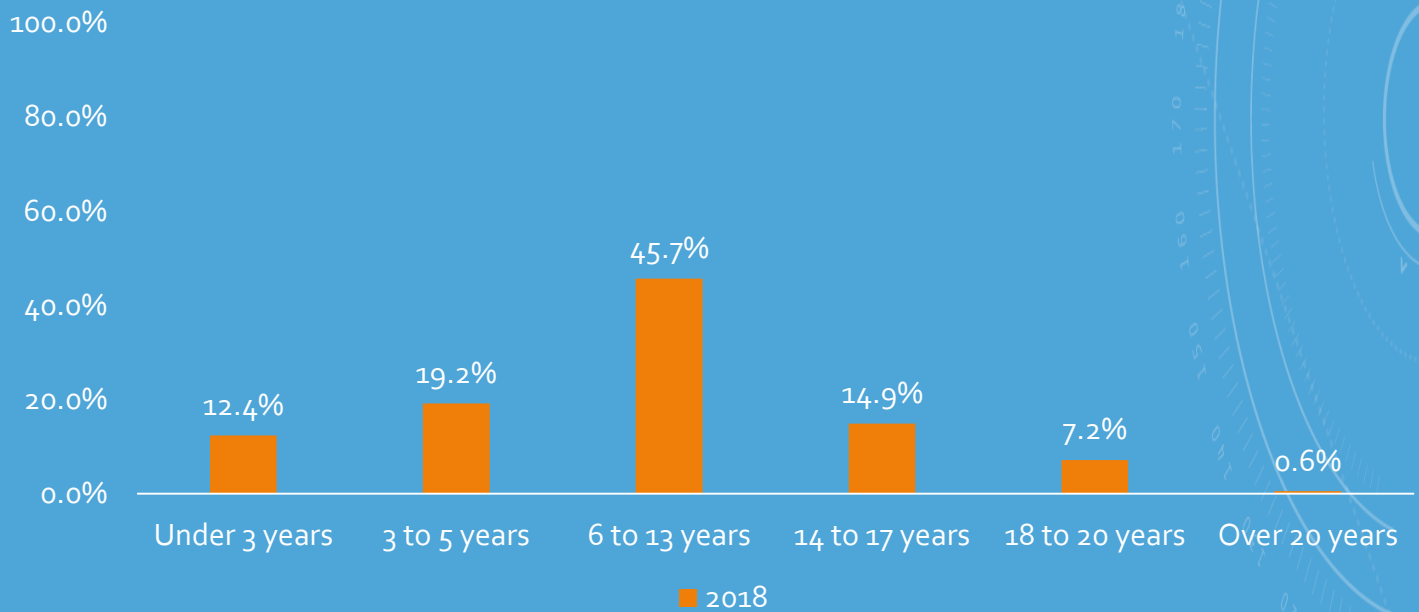
*2018 Responses Rates Calculated for Completed Surveys Only based on All Surveys Mailed

**Fig. 2: Response Rate by Language,
2013 and 2018 (2013 N=343, 2018 N=1,693)**



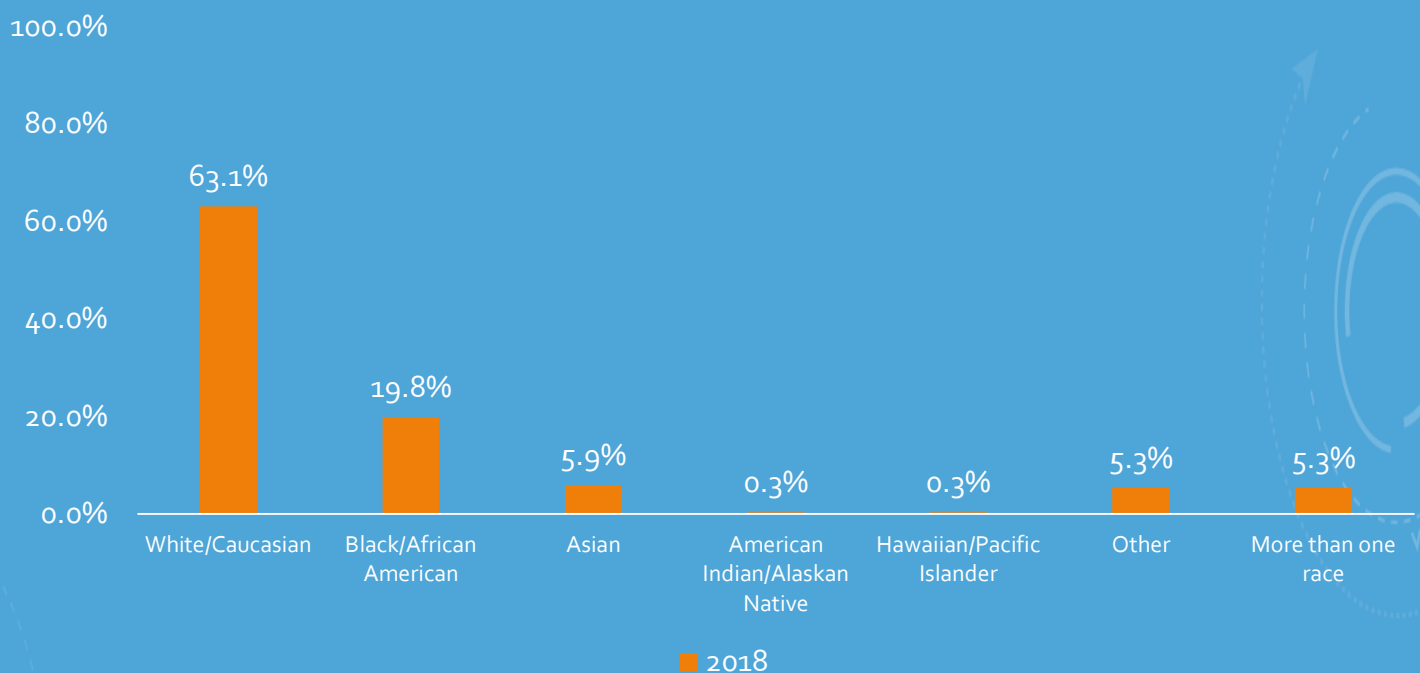
Responses rates declined for both English and Spanish respondents between 2013 and 2018. Respondents who received the survey in English had a larger decline (-14.9%) than respondents who received the survey in Spanish (-9.8%).

Fig. 2.1: Completions by Age of Child Receiving Services, 2018 (N=484)



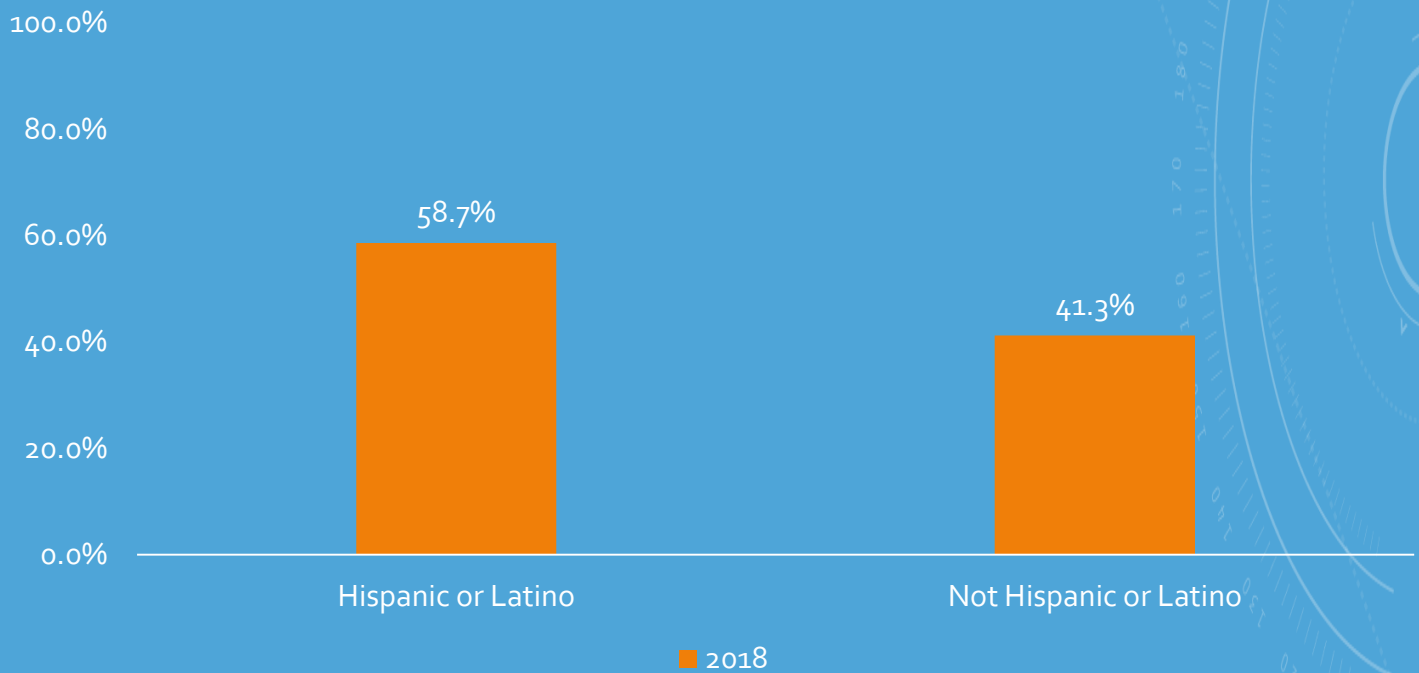
The largest proportion of respondents reported that the age of the child receiving services was “6 to 13 years” old.

Fig. 2.2: Completions by Race, 2018 (N=393)



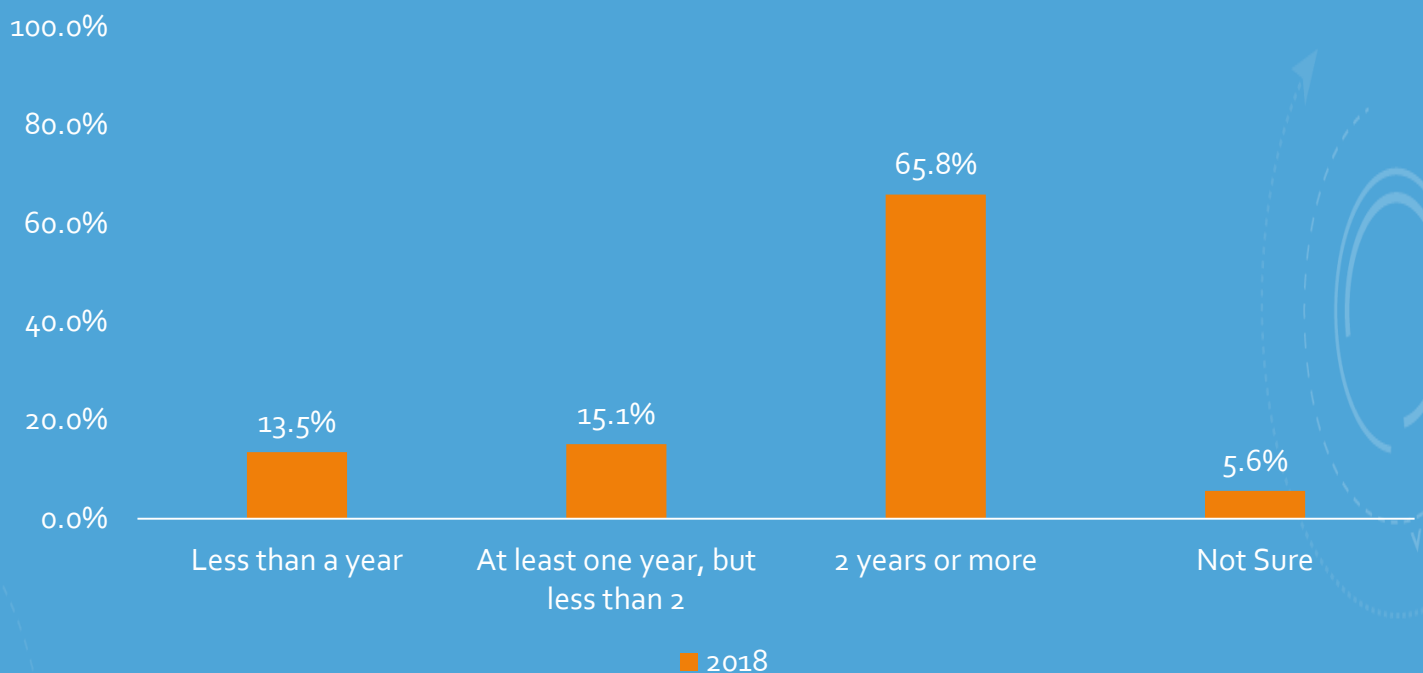
Over 60% of respondents reported their race as “White/Caucasian”.

Fig. 2.3: Completions by Ethnicity
2018 (N=213)



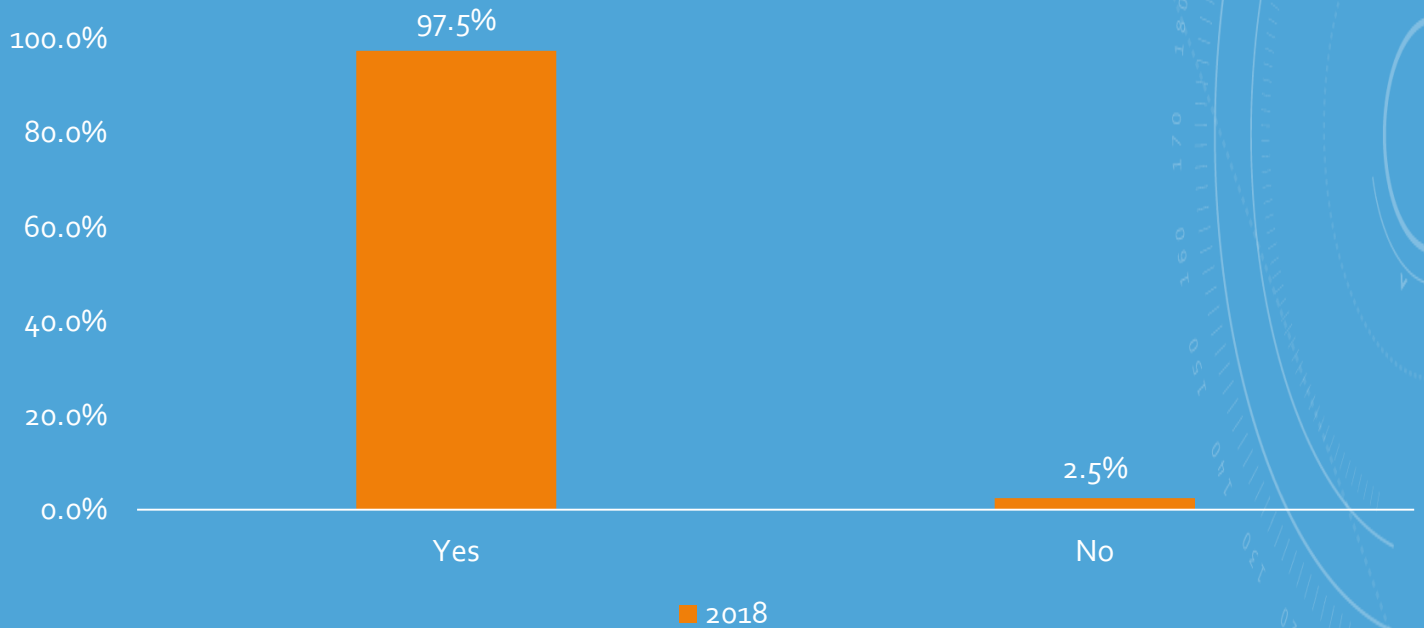
Fewer respondents replied to the ethnicity question (N=213), but the majority who did respond indicated that they were Hispanic or Latino.

Fig. 2.1: Completions by Length of Service,
2018 (N=482)



Over 60% of respondents reported their race as "White/Caucasian".

Fig. 2.5: Completions by
“Having a Primary Care Physician”
2018 (N=474)



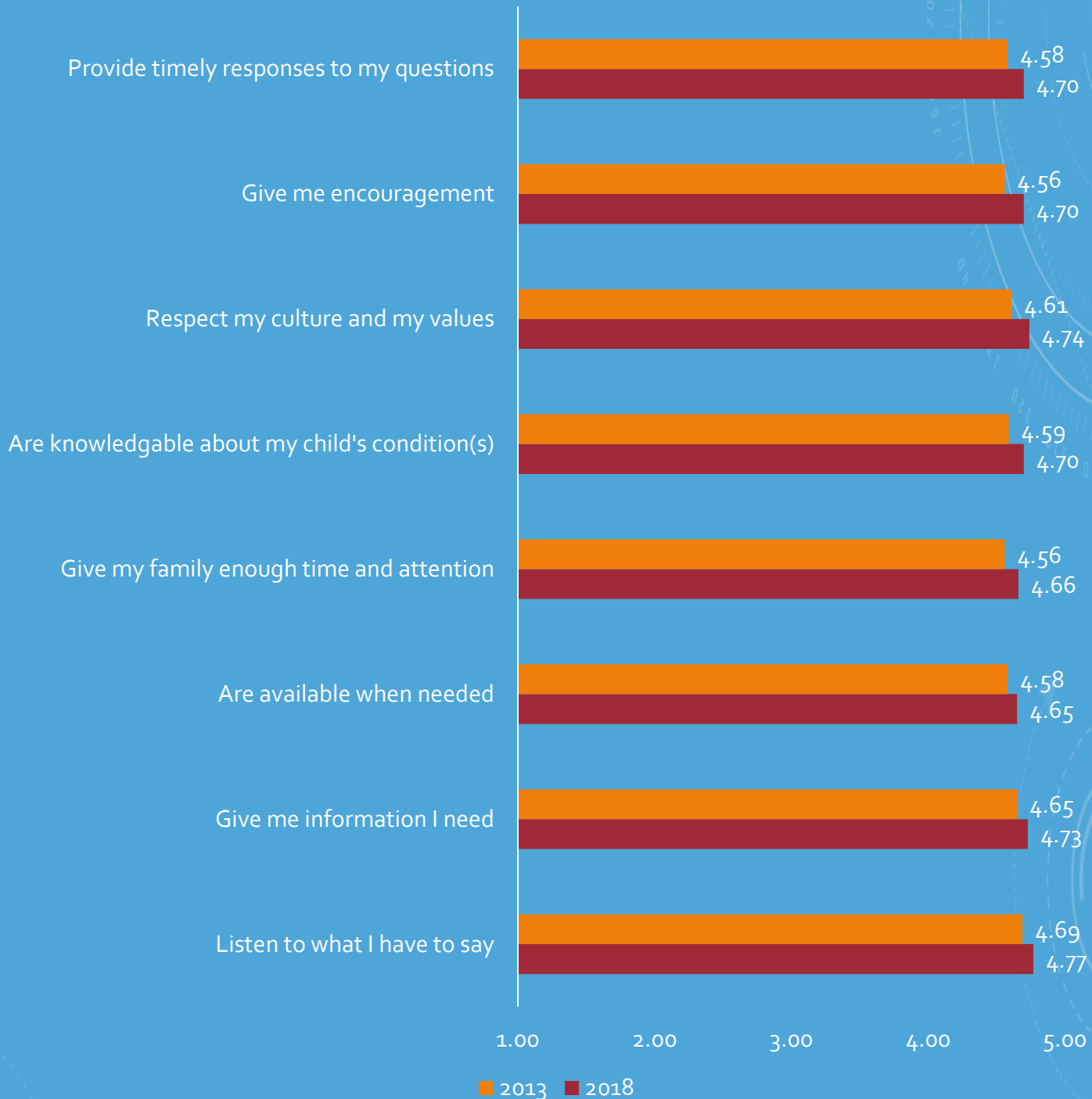
An overwhelming majority of respondents reported having a primary care physician.

**TABLE 3: STAFF INTERACTIONS, PERCENT POSITIVE,
(2013 N=836, 2018 N=487)
2018(2013)**

Staff Interaction	% Agree	% Strongly Agree	Percent Positive
Listen to what I have to say	18.1% (19.9%)	79.8% (76.2%)	97.9% (96.1%)
Give me information I need	17.3% (20.0%)	78.6% (74.5%)	95.9% (94.5%)
Are available when needed	19.4% (24.1%)	74.2% (68.9%)	93.6% (93.0%)
Give my family enough time and attention	19.8% (21.7%)	74.2% (70.4%)	94.0% (92.1%)
Are knowledgeable about my child's condition	19.0% (20.3%)	76.5% (71.8%)	95.5% (92.1%)
Respect my culture and values	15.5% (19.3%)	79.6% (72.2%)	95.1% (91.5%)
Give me encouragement	14.6% (22.1%)	78.8% (69.7%)	93.4% (91.8%)
Provide timely responses to my questions	17.9% (22.9%)	77.0% (70.1%)	94.9% (93.0%)

Respondents to the 2018 survey were more likely to “Strongly Agree” that Care Connection Center staff participated in the above activities than in 2013. An increase in Percent Positive responses exists for all staff behaviors.

Fig. 3: Mean responses to Staff Interaction questions,
2013 and 2018
1=Strongly Disagree, 5=Strongly Agree
(2013 N=836, 2018 N=487)



The prompt for these survey questions began: "Staff from the Care Connection Center..."

On average, respondents reported stronger agreement to all positive staff interactions in 2018 than in 2013. Across all types of staff interactions, the average responses were extremely high.

Statistically Significant Differences for Staff Interaction questions by Demographics, 2018

To see if any meaningful differences in staff interaction existed between populations, each of the six staff interaction questions were compared to each of the seven demographic categories (age of child, race of respondent, ethnicity of respondent, length of receiving services, having a primary care physician, CCC location, and language of survey).

One-way ANOVA tests were used with a 95% confidence interval.

Statistically significant differences existed in seven instances.

Fig. 4: Mean responses to "Give me information I need" 2018
1=Strongly Disagree, 5=Strongly Agree
(N=213) $p=0.005$



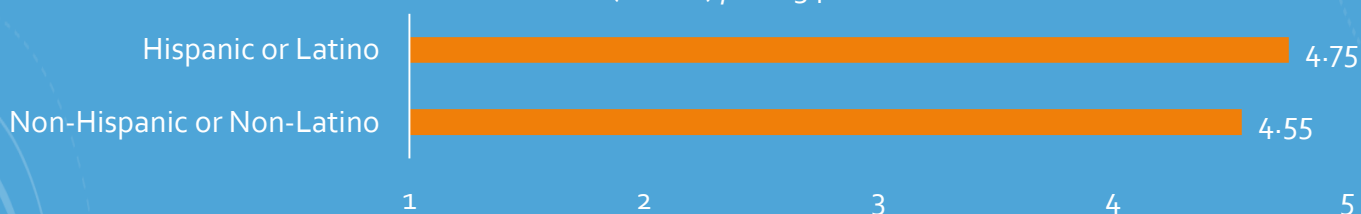
Hispanic or Latino respondents were more likely to report, on average, that Care Connection Center staff "Give me information I need" than non-Hispanic or non-Latino respondents ($p=0.005$).

Fig. 5: Mean responses to "Give me information I need" 2018
1=Strongly Disagree, 5=Strongly Agree
(N=486) $p=0.023$



Respondents who received the survey in Spanish were more likely to report, on average, that Care Connection Center staff "Give me information I need" than respondents who received the survey in English ($p=0.023$).

Fig.6: Mean responses to "Are available when needed" 2018
1=Strongly Disagree, 5=Strongly Agree
(N=212) $p=0.034$



Hispanic or Latino respondents were more likely to report, on average, that Care Connection Center staff "Are available when needed" than non-Hispanic or non-Latino respondents ($p=0.034$).

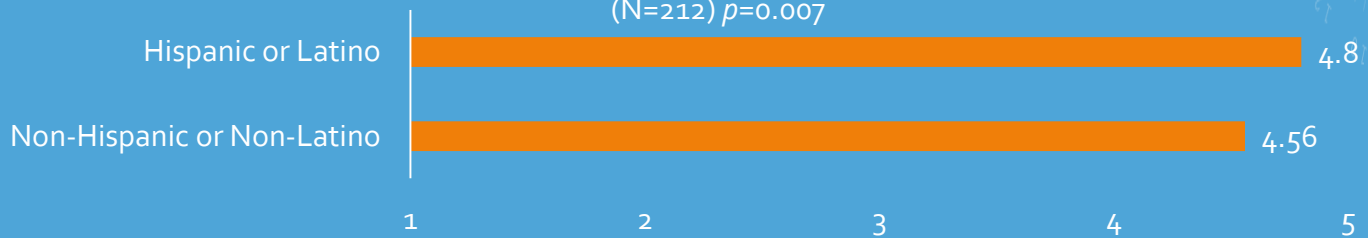
Statistically Significant Differences for Staff Interaction questions by Demographics, 2018 – CON'T

Fig. 7: Mean responses to "Give my family enough time and attention" 2018
1=Strongly Disagree, 5=Strongly Agree
(N=211) $p=0.027$



Hispanic or Latino respondents were more likely to report, on average, that Care Connection Center staff "Give my family enough time and attention" than non-Hispanic or non-Latino respondents ($p=0.027$).

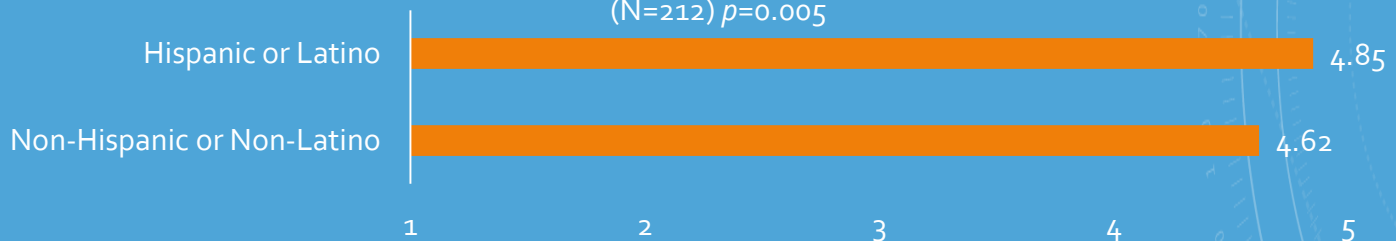
Fig. 8: Mean responses to "Are knowledgeable about my child's condition(s)" 2018
1=Strongly Disagree, 5=Strongly Agree
(N=212) $p=0.007$



Hispanic or Latino respondents were more likely to report, on average, that Care Connection Center staff "Are knowledgeable about my child's condition(s)" than non-Hispanic or non-Latino respondents ($p=0.007$).

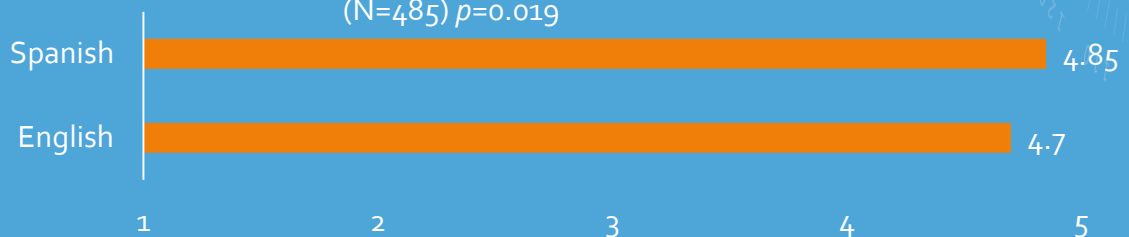
Statistically Significant Differences for Staff Interaction questions by Demographics, 2018 – CON'T

Fig. 9: Mean responses to "Respect my culture and my values " 2018
1=Strongly Disagree, 5=Strongly Agree
(N=212) $p=0.005$



Hispanic or Latino respondents were more likely to report, on average, that Care Connection Center staff "Respect my culture and my values" than non-Hispanic or non-Latino respondents ($p=0.005$).

Fig. 10: Mean responses to "Respect my culture and my values " 2018
1=Strongly Disagree, 5=Strongly Agree
(N=485) $p=0.019$



Respondents who received the survey in Spanish were more likely to report, on average, that Care Connection Center staff "Respect my culture and my values" than respondents who received the survey in English ($p=0.019$).

TABLE 4: HAS BEEN EASIER, “DOES NOT APPLY” RESPONSES, 2013 AND 2018

A series of survey questions asked respondents “Since Care Connections for Children has been assisting you, has it been easier to do these things?”

One of the options was “Does Not Apply”. The table below shows the percentage of respondents who answered “Does Not Apply” for each type of service.

The other answer options were “Yes”, “No”, and “Not Sure”.

Has Been Easier – “Does Not Apply”	2013	2018
Get information about resources in my community	11%	9.9%
Get answers to questions about child’s health and health care services	13%	11.4%
Coordinate services among different providers	18%	16.2%
Get medical care from a specialist	19%	18.5%
Get educational services for child	24%	24.3%
Get support for self (help from other parents, respite)	25%	24.9%
Understand your health insurance benefits or help with denials by health plan	35%	27.5%
Get basic or primary medical care	29%	28.7%
Get equipment or medical supplies	33%	30.1%
Get or keep health insurance for my child*	41%	34.9%
Get prescription medication for your child	35%	36.7%
Pay medical costs	40%	40.9%
Get dental care	43%	42.3%
Prepare child for adulthood (if child is 14 yrs or older)	42%	45.8%

TABLE 5: HAS BEEN EASIER, “YES” RESPONSES, 2013 AND 2018

In order to compare the percentage of “Yes” responses to the question “Since Care Connections for Children has been assisting you, has it been easier to do these things?” between 2013 and 2018, “Does Not Apply” and “Not Sure” answers were dropped.

The table below shows the percentage of “Yes” responses versus “No” responses for 2013 and 2018.

Has Been Easier – “Yes”	2013	2018
Get answers to questions about child’s health and health care services	88%	95.0%
Get basic or primary medical care	82%	94.6%
Get medical care from a specialist	84%	94.3%
Coordinate services among different providers	79%	93.0%
Get information about resources in my community	79%	91.5%
Get equipment or medical supplies	82%	90.9%
Understand your health insurance benefits or help with denials by health plan	71%	90.2%
Get educational services for child	77%	89.5%
Get prescription medication for your child	82%	89.4%
Get or keep health insurance for my child	73%	88.2%
Get dental care	66%	82.0%
Get support for self (help from other parents, respite)	68%	82.0%
Prepare child for adulthood (if child is 14 years or older)	65%	80.7%
Pay medical costs	65%	78.3%

TABLE 6: TOP FIVE “YES” ACTIVITIES FOR “HAS BEEN EASIER”, 2010, 2013 AND 2018

The past three iterations of this survey have used different terminology to describe how Care Connection for Children centers assist participants.

In 2010 and 2013, the same five categories received the highest percentage of “Yes” responses for how these assistance questions were asked (“Helpfulness” in 2010 and “Better Able to Do” in 2013).

The results from 2018 have introduced new categories into the top five from previous years with a higher percentage of respondents reporting that it has been easier to coordinate services among different providers and to get information about resources in their community than in previous years.

It is possible that the phrasing of this question has contributed to how these categories are ranked by respondents overall, but the comparative decline in responses like “Get medical care from a specialist”, “Get equipment or medical supplies” and “Get prescription medication for your child” suggest that larger patterns of change may be at play.

“Yes” Responses	2010 “Helpfulness”	2013 “Better Able to Do”	2018 “Has Been Easier”
Get answers to questions about child’s health and health care services	#5 (78%)	#1 (88%)	#1 (95.0%)
Get basic or primary medical care	#2 (82%)	#4 (82%)	#2 (94.6%)
Get medical care from a specialist	#1 (85%)	#2 (84%)	#3 (94.3%)
Coordinate services among different providers	Unknown	(79%)*	#4 (93.0%)
Get information about resources in my community	Unknown	#7 (79%)	#5(91.5%)
Get equipment or medical supplies	#4 (80%)	#5 (82%)	#6 (90.9%)
Get prescription medication for your child	#2 (82%)	#3 (82%)	#9 (89.4%)

*Rank for this category is unknown.

TABLE 7: BOTTOM FIVE “YES” ACTIVITIES FOR “HAS BEEN EASIER”, 2010, 2013 AND 2018

The categories receiving the lowest percentage of “Yes” responses have also changed over the past three iterations of the survey. There has been a considerable increase in the percentage of respondents reporting that it has been easier to get information about resources in their community while fewer assistance related to paying medical costs has ranked lower in each of the subsequent surveys.

Overall, the categories receiving the fewest proportion of “Yes” responses have remained consistent with “Get dental care”, “Get support for self (help from other parents, respite)”, and “Prepare child for adulthood (if child is 14 years or older)” remain consistently in the bottom five spot relative to the other categories.

“Yes” Responses	2010 “Helpfulness”	2013 “Better Able to Do”	2018 “Has Been Easier”
Get information about resources in my community	#11 (69%)	#7 (79%)	#5 (91.5%)
Get or keep health insurance for my child	Unknown	73%*	#10 (88.2%)
Get dental care	#12 (66%)	#12 (66%)	#11 (82.0%)
Get support for self (help from other parents, respite)	#13 (64%)	#11 (68%)	#12 (82.0%)
Prepare child for adulthood (if child is 14 years or older)	#14 (64%)	#14 (65%)	#13 (80.7%)
Pay medical costs	#8 (74%)	#13 (65%)	#14 (78.3%)

*Rank for this category is unknown.

Statistically Significant Differences for “Has Been Easier” questions by Demographics, 2018

To see if any meaningful differences in the “Has Been Easier” questions existed between populations, each of the thirteen questions were compared to each of the seven demographic categories (age of child, race of respondent, ethnicity of respondent, length of receiving services, having a primary care physician, CCC location, and language of survey).

One-way ANOVA tests were used with a 95% confidence interval.

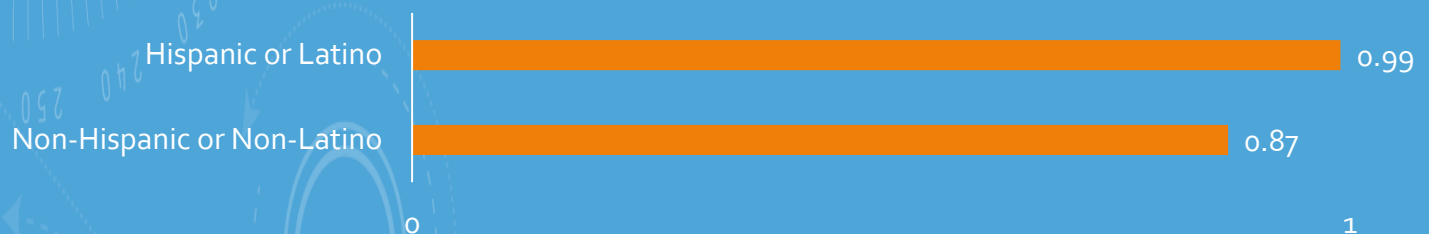
Statistically significant differences existed in six instances.

Fig. 13: Mean responses “Get equipment or medical supplies”, 2018
1= Yes, 0= No
(N=307) $p=0.011$



Respondents who received the survey in Spanish were more likely to report that it is has been easier to “Get equipment or medical supplies” since CCC has been assisting them ($p=0.011$).

Fig. 14: Mean responses “Get basic or primary medical care”, 2018
1= Yes, 0= No
(N=149) $p=0.001$



Hispanic or Latino respondents were more likely to report, on average, that it has been easier to “Get basic or primary medical care” since CCC has been assisting them ($p=0.001$).

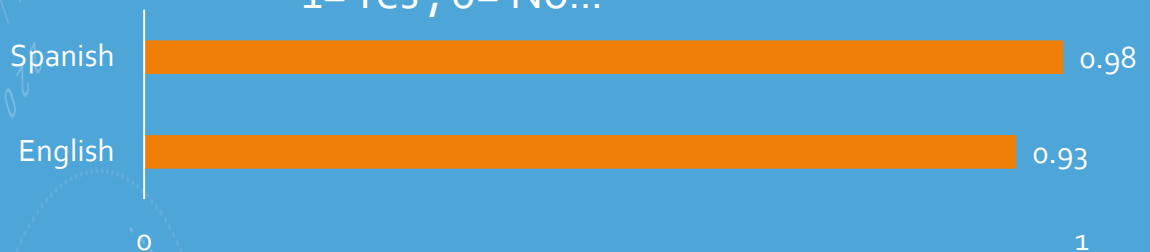
Statistically Significant Differences for “Has Been Easier” questions by Demographics, 2018 – CON’T

Fig. 15: Mean responses “Get basic or primary medical care”, 2018
1= Yes, 0= No
(N=317) $p=0.026$



Respondents who received the survey in Spanish were more likely to report that it is has been easier to “Get basic or primary medical care” since CCC has been assisting them ($p=0.026$).

Fig. 16: Mean responses “Get medical care from a specialists”,
2018
1= Yes, 0= No...



Respondents who received the survey in Spanish were more likely to report that it is has been easier to “Get medical care from a specialist” since CCC has been assisting them ($p=0.046$).

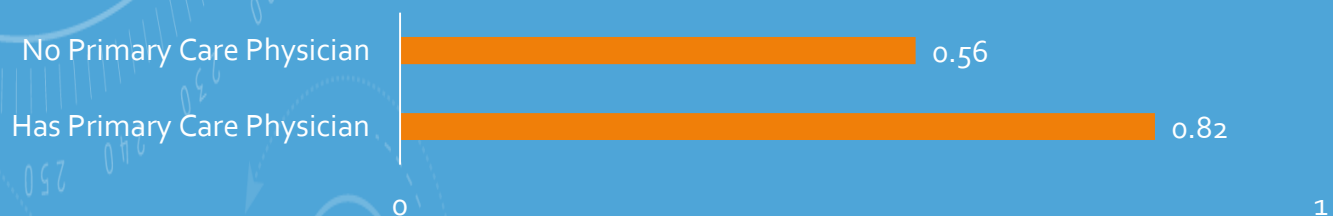
Statistically Significant Differences for “Has Been Easier” questions by Demographics, 2018 – CON’T

Fig. 17: Mean responses “Get information about resources in my community”, 2018
1= Yes , 0= No
(N=393) $p=0.026$



Respondents who have a primary care physician were more likely to report, on average, that it has been easier to “Get information about resources in my community” since CCC has been assisting them ($p=0.026$).

Fig. 18: Mean responses “Get support for me (help from other parents, respite)”, 2018
1= Yes , 0= No
(N=310) $p=0.041$



Respondents who have a primary care physician were more likely to report, on average, that it has been easier to “Get support for me (help from other parents, respite)” since CCC has been assisting them ($p=0.041$).

Noteworthy Differences for “Has Been Easier” questions by Demographics, 2018

Responses to the “Has Been Easier” questions were also mostly similar across demographics with a few noteworthy exceptions. The following figures illustrate which questions received particularly different answers from different populations.

Fig. 19: “Mean responses “Get prescription medicines for my child”, 2018

1= Yes , 0= No

(N=274)

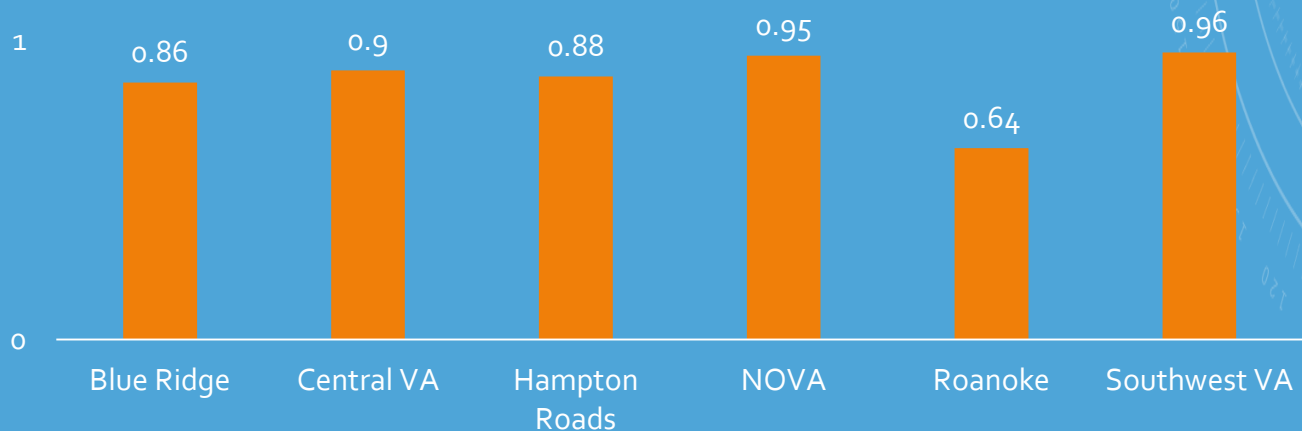
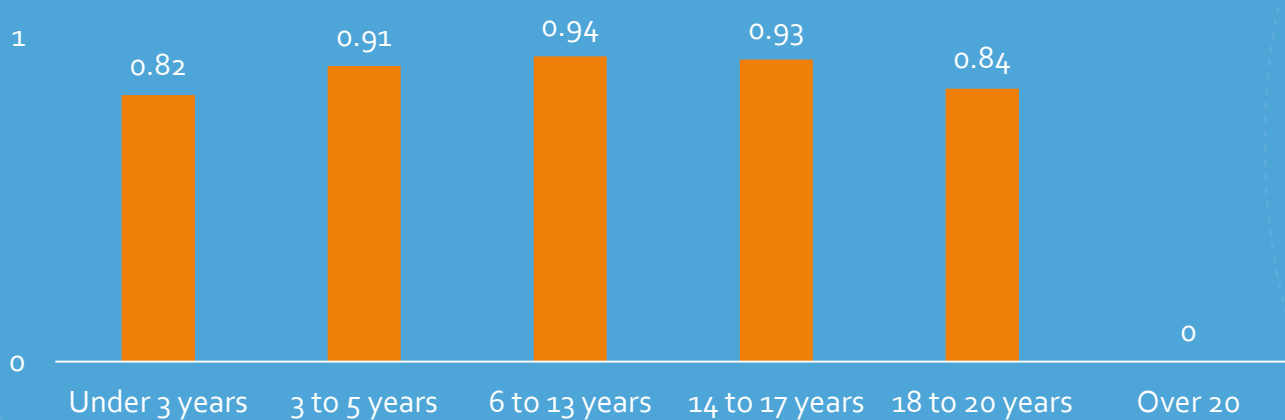


Fig. 20: Mean responses “Get equipment or medical supplies”, 2018

1= Yes , 0= No

(N=305)



Noteworthy Differences for “Has Been Easier” questions by Demographics, 2018 – CON’T

Fig. 21: Mean responses “Get basic or primary medical care”, 2018
1= Yes , 0= No
(N=317)

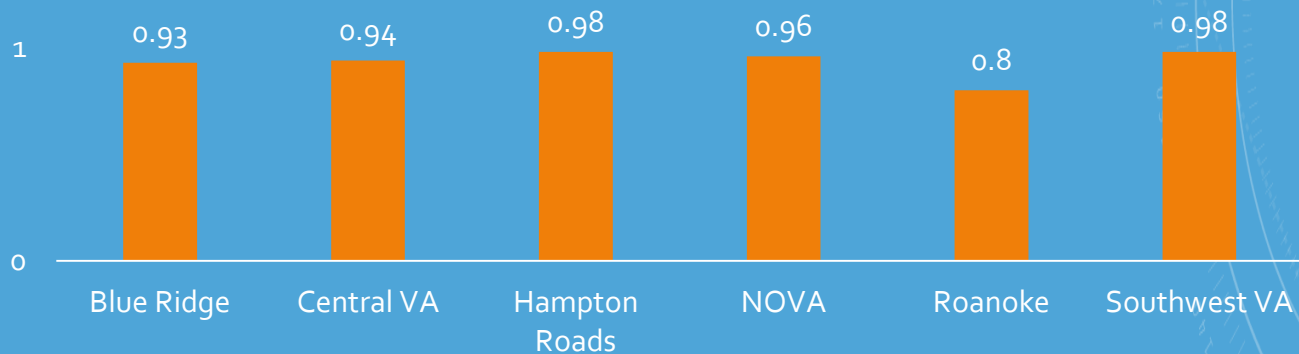


Fig. 22: Mean responses “Get medical care from a specialist”, 2018
1= Yes , 0= No
(N=367)

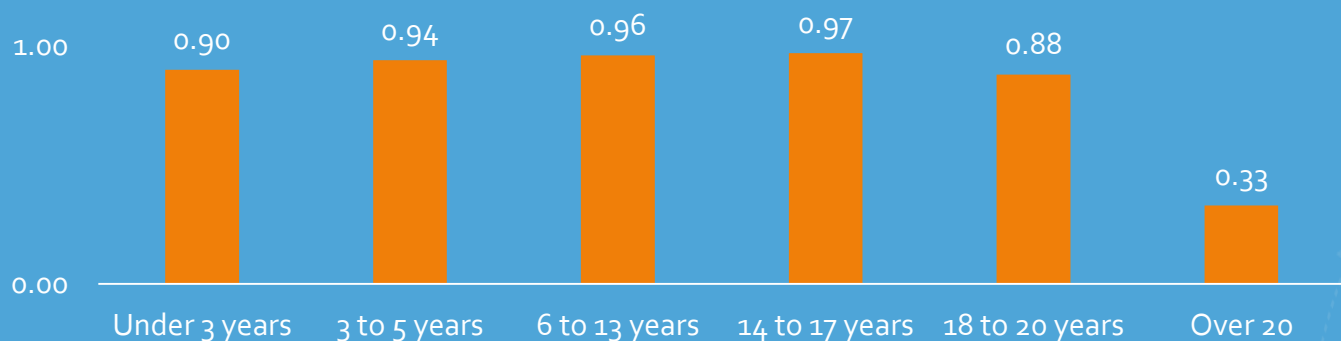
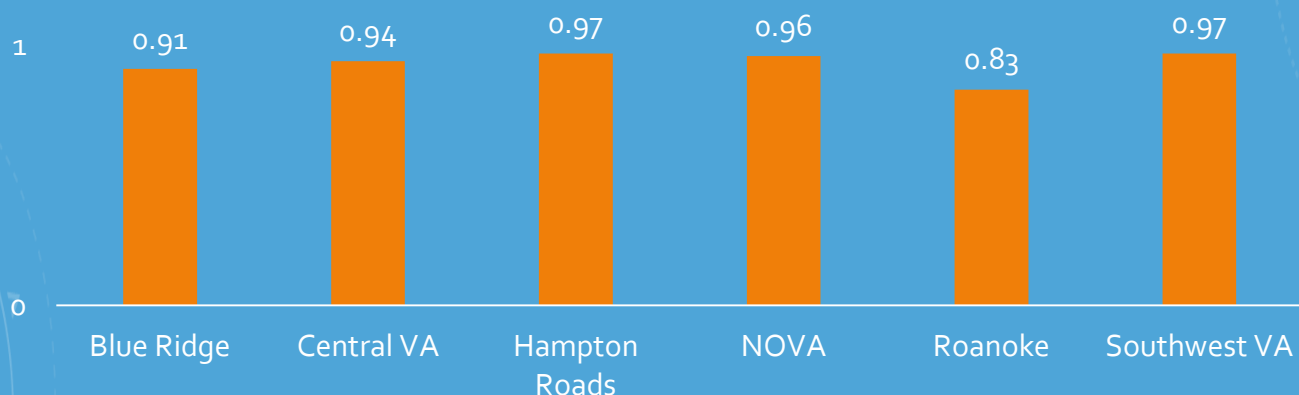


Fig. 23: Mean responses “Get medical care from a specialist”, 2018
1= Yes , 0= No
(N=370)



Noteworthy Differences for “Has Been Easier” questions by Demographics, 2018 – CON’T

Fig. 24: Mean responses “Coordinate services among different providers”, 2018
1= Yes , 0= No
(N=367)



Fig. 25: Mean responses “Coordinate services among different providers”, 2018
1= Yes , 0= No
(N=365)

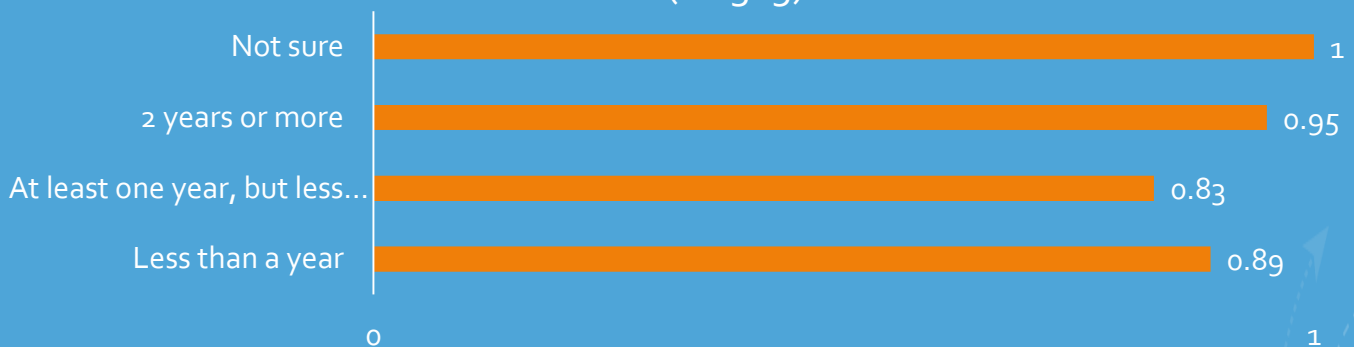
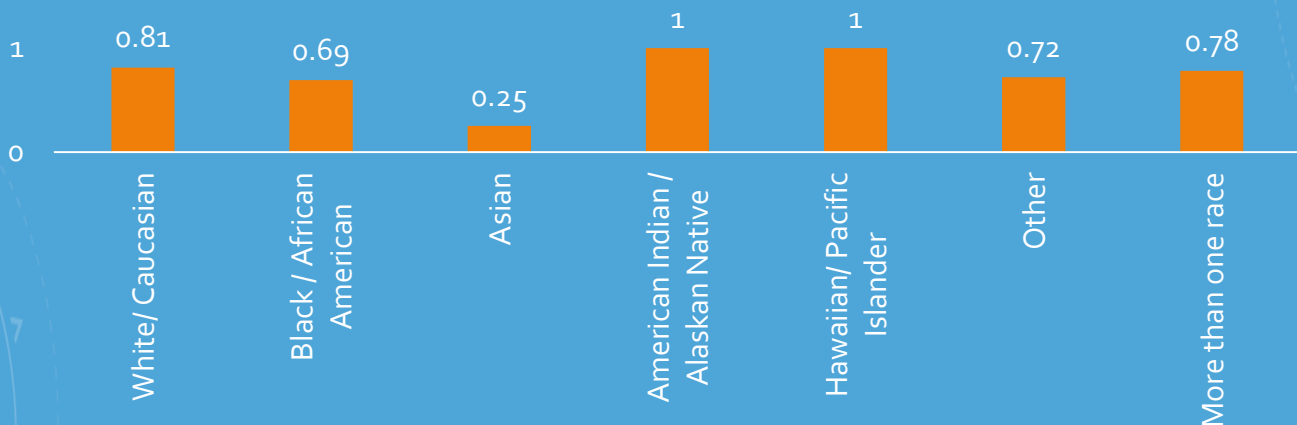


Fig. 26: Mean responses “Pay medical costs” 2018,
1= Yes , 0= No
(N=182)



Noteworthy Differences for “Has Been Easier” questions by Demographics, 2018 – CON’T

Fig. 27: Mean responses “Understand my health insurance benefits or help me with denials by my health plan”, 2018

1= Yes , 0= No
(N=367)

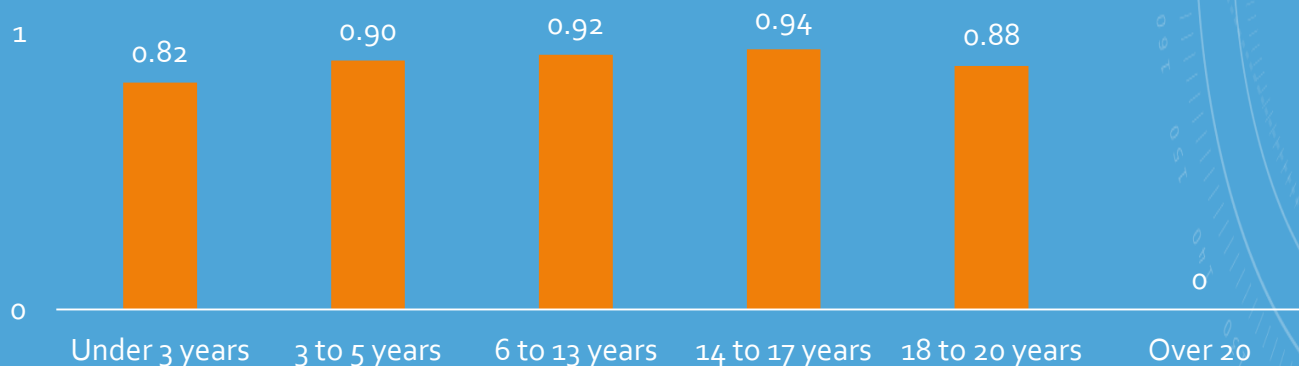


Fig. 28: Mean responses “Get answers to questions about my child’s health and health care services”, 2018

1= Yes , 0= No
(N=401)

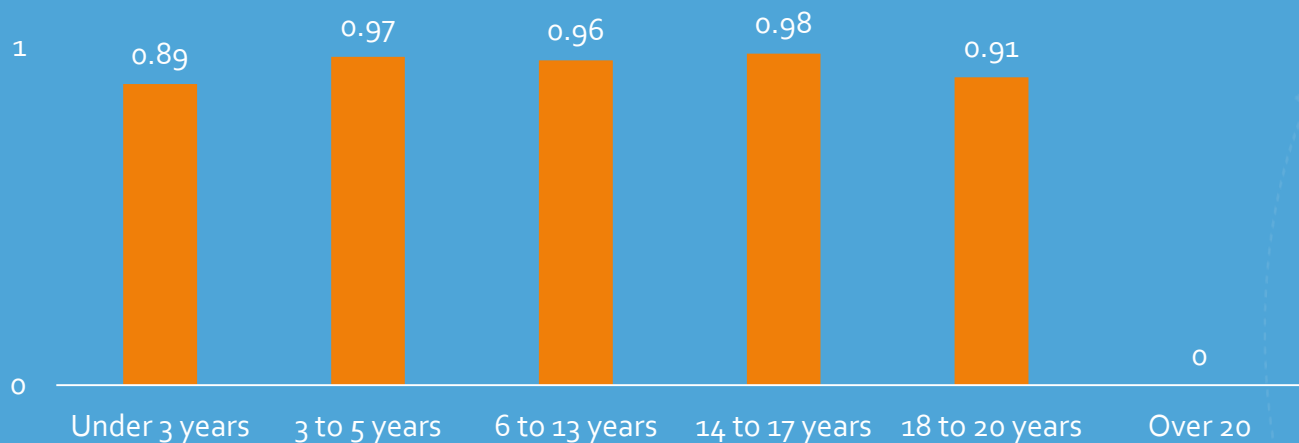


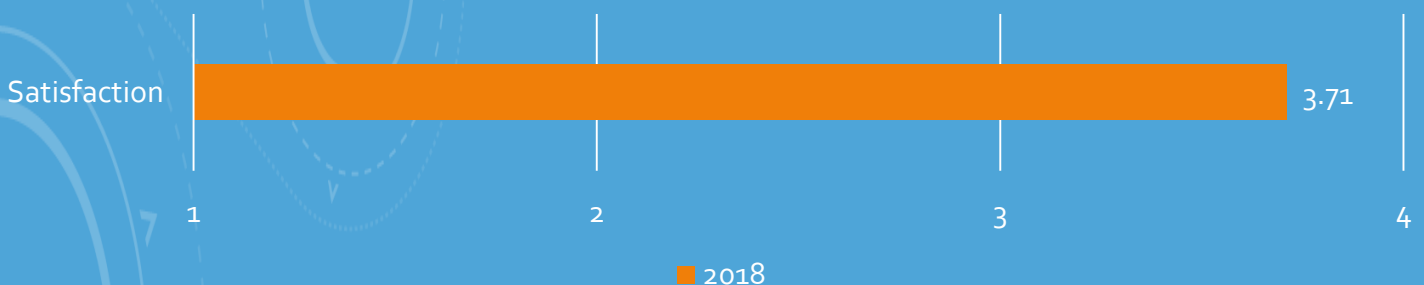
Table 8 – Percentage of Very Satisfied/Satisfied and Not Very Satisfied/Not at all Satisfied responses by Location, 2018(2013)

Location	2018(2013) Very Satisfied/ Satisfied	2018(2013) Not Very Satisfied/ Not at All Satisfied
Blue Ridge	97.1% (97.9%)	2.9% (2.1%)
Central VA	98.4% (87.9%)	1.6% (12.0%)
Hampton Roads	94.3% (98.6%)	5.7% (1.4%)
NOVA	99.1% (94.3%)	0.9% (5.7%)
Roanoke	95.7% (93.1%)	4.3% (6.9%)
Southwest VA	98.8% (97.8%)	1.2% (2.3%)

Half of the CCC centers had their satisfaction levels change considerably between 2013 and 2018. Central VA and NOVA both experienced an increase in respondents who reported that they were either Satisfied or Very Satisfied with the services provided to them by Care Connection for Children. These same centers had a corresponding decrease in the percentage of respondents who were Not Very Satisfied or Not at All Satisfied with the services they received. Central VA's change is the largest with an increase of over 10% in satisfaction while over 99% of NOVA's respondents were Satisfied or Very Satisfied.

Hampton Roads experience the largest decline in satisfaction with change of -4.3%. However, over 94% of respondents still reported being Satisfied or Very Satisfied with the services they receive from Hampton Road's CCC.

Fig. 29: Mean Satisfaction with Services, 2018
1=Not at All Satisfied, 4=Very Satisfied
(N=483)



Statistically Significant Differences for “Satisfied with Services” question by Demographics, 2018

There were no statistically significant differences amongst respondent populations, on average, regarding their satisfaction with services provided by Care Connection for Children.

Statistically Significant Differences for “Satisfied with Services” question by Staff Interactions, 2018

To examine how staff interactions affected “overall satisfaction”, a multiple regression analysis was conducted with a 95% confidence interval. Of the eight interactions examined, four had a statistically significant impact on satisfaction with services:

- Are available when needed ($p=0.007$)
- Give my family enough time and attention ($p=0.000$)
- Are knowledgeable about my child’s condition(s) ($p=0.017$)
- Respect my culture and values ($p=0.012$)

Taken together, these four behaviors account for 40.9% of “Satisfaction with Services” ($R^2 = .409$)

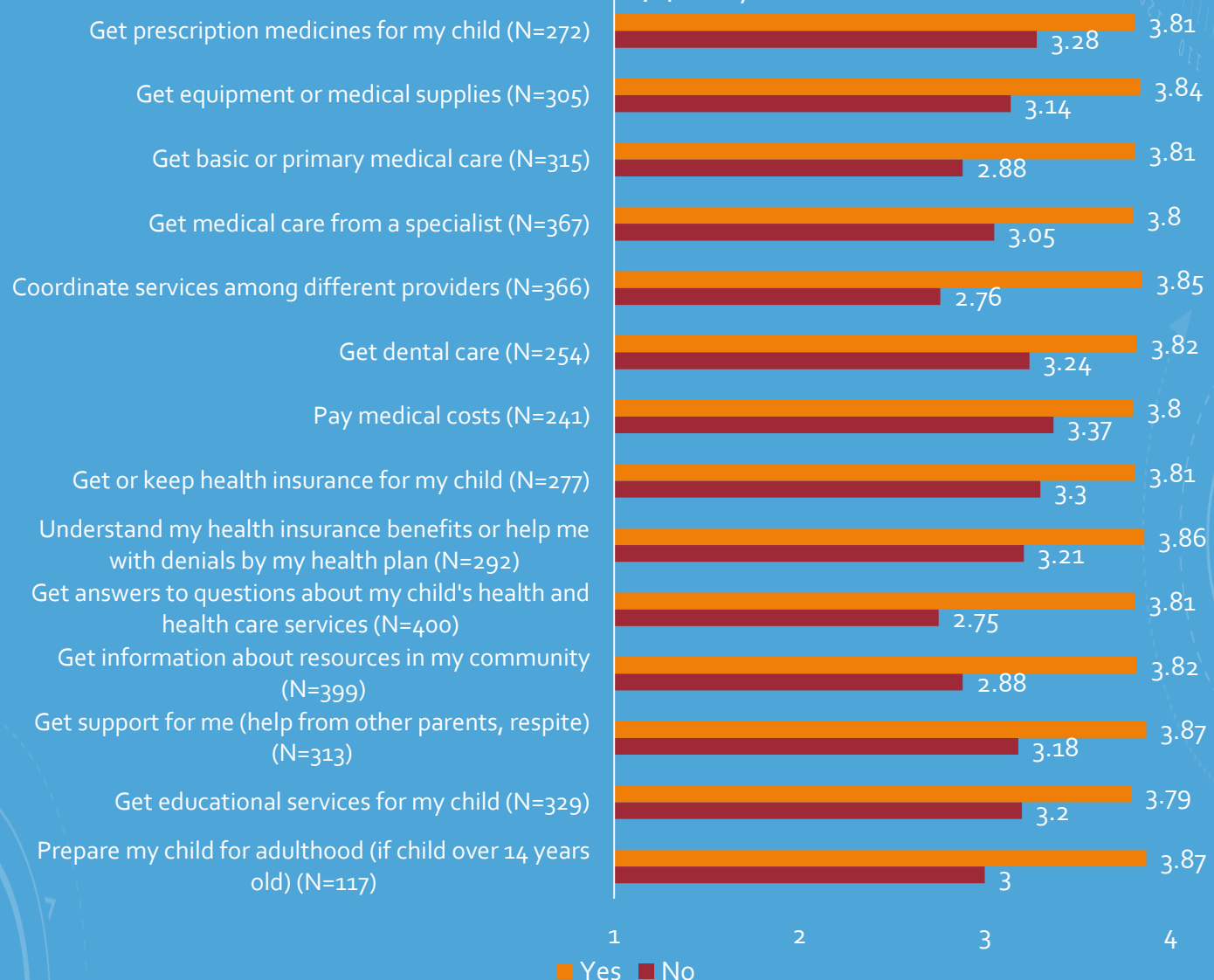
Statistically Significant Differences for “Satisfied with Services” question by “Easier to Do” answer categories, 2018

To examine whether “Overall Satisfaction” was higher among respondents who reported that different activities have been “Easier to Do” since Care Connection for Children has been assisting them, one-way ANOVA tests were run for each activity with a 95% confidence interval.

Respondents who answered “Yes” to whether or not an activity had been easier since receiving CCC’s assistance reported, on average, higher rates of overall satisfaction than those who said “No.”

These results were statistically significant for every answer category indicating that every activity surveyed had a meaningful effect on the overall satisfaction of program participants.

Fig. 30: Mean responses, “Satisfied with Services” by “Easier to Do” answer categories, 2018
1=Not at all satisfied, 4=Very satisfied

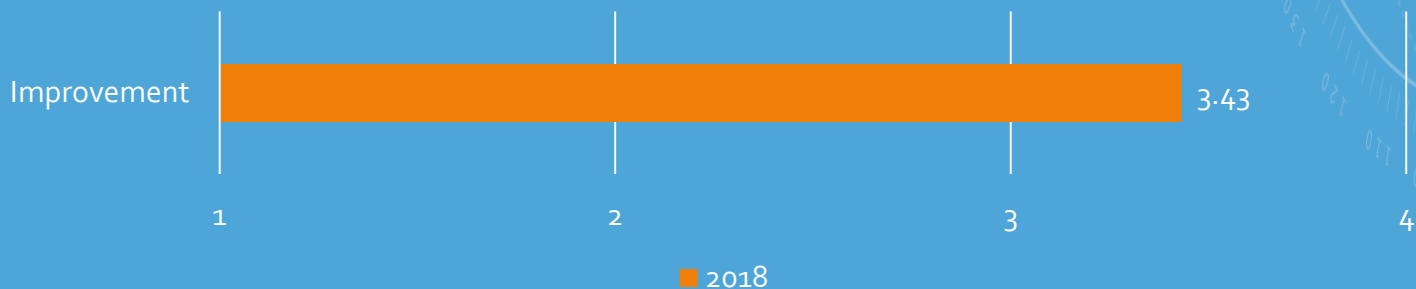


Statistically Significant Differences for “Satisfied with Services” question by Demographics, 2018

There were no statistically significant differences amongst respondent populations, on average, regarding their satisfaction with services provided by Care Connection for Children.

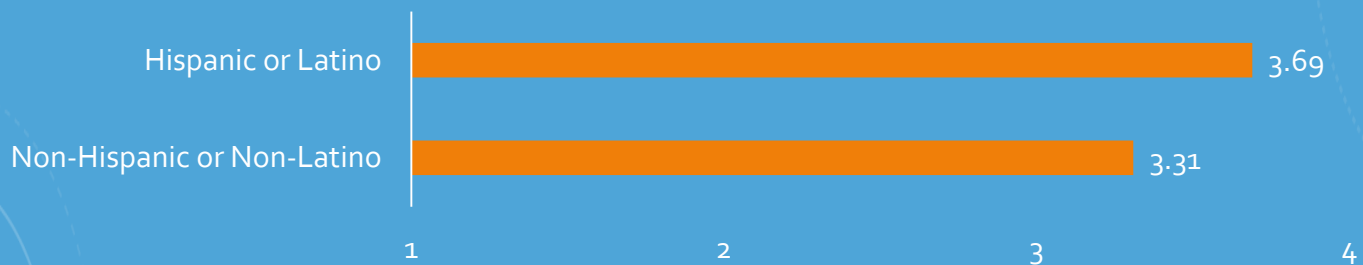
Respondents were also asked if Care Connection for Children helped to improve their child or their family’s life. On average, respondents indicated that there has been between “Some improvement” and “A lot of improvement” as a result of Care Connection for Children.

Fig. 31: Mean responses “Helped Improve Life”, 2018
1=No Improvement, 4=A lot of improvement
(N=484)



Statistically Significant Differences for “Helped Improve Life” question by Demographics, 2018

Fig. 32: Mean responses “Helped Improve Life”, 2018
1=No Improvement, 4=A lot of improvement
(N=212) $p=0.000$



Hispanic or Latino respondents reported, on average, greater improvement in their child or their family’s life than non-Hispanic or non-Latino respondents ($p=0.000$).

Statistically Significant Differences for “Helped Improve Life” question by Demographics, 2018 – CON’T

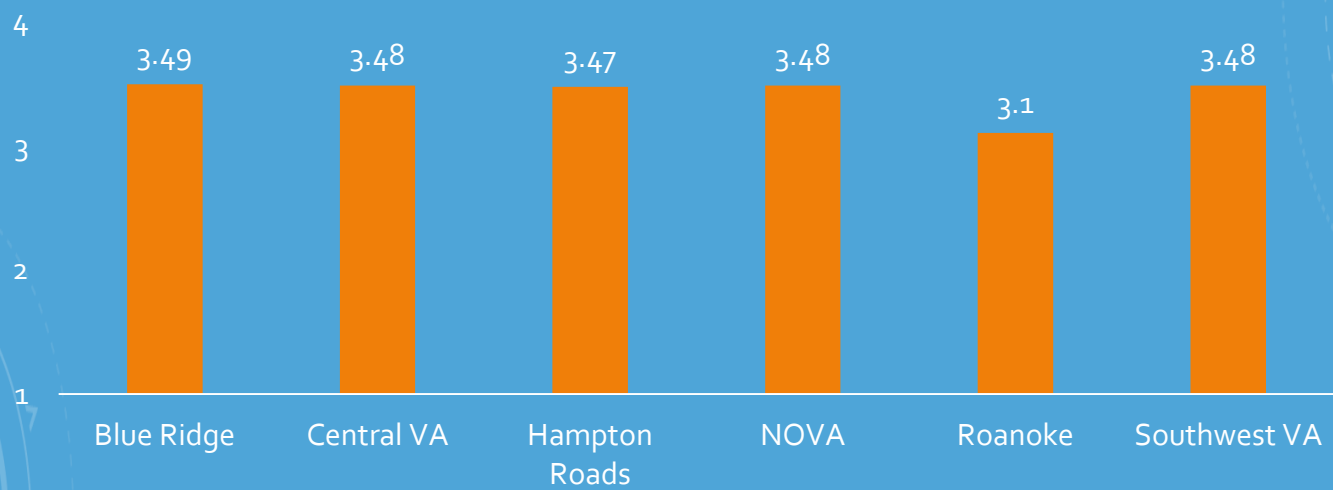
Fig. 33: Mean responses “Helped Improve Life”, 2018
1=No Improvement, 4=A lot of improvement
(N=484) $p=0.000$



Respondents who received the survey in Spanish reported, on average, greater improvement in their child or their family’s life than those who received the survey in English ($p=0.000$).

Noteworthy Differences for “Helped Improve Life” question by Demographics, 2018

Fig. 34: Mean responses “Helped Improve Life”, 2018
1=No Improvement, 4=A lot of improvement
(N=484)



Statistically Significant Differences for “Helped Improve Life” question by Staff Interactions, 2018

To examine how staff interactions affected respondents answers to the “Helped Improve Life” question, a multiple regression analysis was conducted with a confidence interval of 95%. Of the eight interactions examined, seven had a statistically significant impact on “Helped Improve Life”:

- Listen to what I have to say ($p=0.003$)
- Give me information I need ($p=0.000$)
- Are available when needed ($p=0.014$)
- Give my family enough time and attention ($p=0.012$)
- Are knowledgeable about my child’s condition(s) ($p=0.004$)
- Respect my culture and values ($p=0.001$)
- Give me encouragement ($p=0.030$)
- Provide timely responses to my questions ($p=0.742$)

Taken together, these seven behaviors account for 31.0% of “Helped Improve Life” ($R^2 = .310$)

Statistically Significant Differences for “Helped Improve Life” question by “Easier to Do” questions, 2018

To examine whether or not different activities from the CCC program affected how much respondents felt that the CCC program helped improve their child or their family’s life, one-way ANOVA tests were run with a 95% confidence interval.

Respondents who answered “Yes” to whether or not an activity had been easier since receiving CCC’s assistance reported, on average, more improvement in their child or family’s life than those who said “No.”

These results were statistically significant for every answer category indicating that every activity surveyed had a meaningful effect on the whether respondents felt their lives had improved.

Fig. 35: Mean responses, “Helped Improve Life” by “Easier to Do” answer categories, 2018

1=No improvement, 4=A lot of improvement

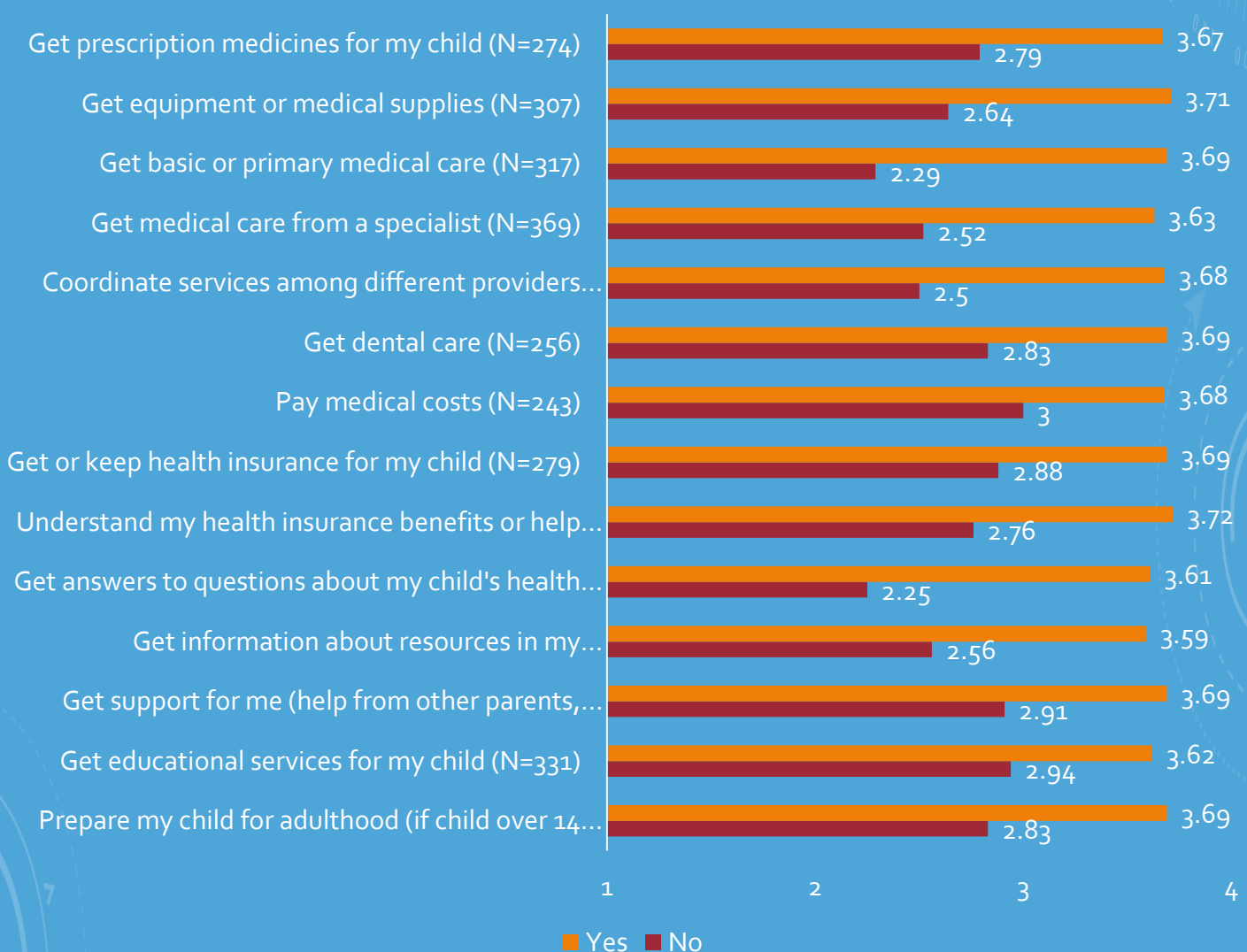


Table 9: Open-Ended Responses - Positive

The back of the survey provided a place for comments. Respondents provided 432 relevant comments which were then coded by multiple researchers at SERL and broken into three major categories: Positive, Negative, Other.

Positive Codes (N=399)	
Code	Count
Specific Staff Gratitude	98
Thank You	94
Helped a Lot	47
Positive Demeanor	23
Provides Answers to Questions	22
Highly Satisfied	18
Helped with Doctor/Dentist Appointments	17
Important Services	16
Timely Support	14
Staff Truly Care	9
Support During Diagnosis/Recovery	7
Helped with Equipment	6
Helped with Medicine/Insurance	4
Better Quality of Life/Health	4
Helped with Cost	4
Glad that Staff Travels	3
Specific Staff Unhelpful	3
Helped with Participating in Activities	2
Self-Sufficient Now	2
Helped with Insurance/Medicine	2
Glad that CCC Supports Immigrants	2
Appreciate CCC Check-ins	1
Appreciate CCC Newsletters	1

The most common sentiments expressed in the comments section of the surveys were gratitude to specific CCC staff members (typically the care coordinators) and thankfulness. These positive statements dominated the comments provided by respondents.

Table 10: Open-Ended Responses - Negative

Negative Codes (N=12)	
Code	Count
CCC Not Reliable/Dependable - No/Low Contact	8
Not Happy with specific Dr.	2
Language Barrier Filling in Survey	1
Want Help Finding/Attending more Activities	1

The most common negative remarks in the comments pertained to a lack of contact or follow up from CCC locations. In some cases, the comment would indicate that this would occur when a care coordinator changed. Very few comments pertained to any other issue.

Table 11: Open-Ended Responses - Other

Other Codes (N=21)	
Code	Count
Unfamiliar with CCC	8
CCC not a primary service	4
Request to know more about CCC services	2
Program Request - Single Mothers	1
Question about Obtaining Equipment	1
School Staff Doesn't Know Enough About CCC	1
Information Request - Services	1
Request for electronic survey	1
Request for helping those without SSN	1
Request for Information	1

The most common "Other" comments indicated that the respondent was not very familiar with Care Connection for Children or that they had minimal need for CCC services. Most of the remaining comments pertained to specific requests.

Selected Quotes:

"[My child] received hearing aids. Prior to that he was failing every subject in school. When he got the hearing aids he made [the] honor roll. I cried. The struggle was so overwhelming. But now he can do his true best. Thank you!"

"Very thankful for care connection for children. All staff is friendly & helpful. [name] had always been helpful if we have needed him for any reason between visits. Grateful for this location to receive services & spares on a very long drive. Thanks!"

"I love how supportive & informative [name] is. As a parent with a special needs child, Daily life can be stressful. Sometimes I feel overwhelmed with so Many Appointments and doctor recommendations [name] is there when I need an extra ear and helping hand. She helps to keep me organized in thought & process. She goes an extra mile to help me stay informed & up to date with [name]'s medical care. She shows compassion. Not only for [name] but my son as well. She always take time to ask how both children are doing we love [name] & thank her for all that she does."

"Without CCC, I would not have been able to have made it through the early years of my child's disability. Throughout this process, I could always count on my coordinator to point me in the right direction or assist with any need."

"Care connection has changed my daughters life in so many ways equipment, therapy and essential food supplements but the way it has changed her development and joy is hard to express, having access to activities that allows her and our family to enjoy together, us all she is still a human child with special needs. Having access to activities all children have access to, brings a joy and a happiness that humanity provides! Often special need children are sheltered. Hidden kept behind doors, well care connection gave me the courage and access to come out of hiding to activities we would have never done."

Appendix I: Survey Instrument



Care Connection for Children

A partner in the Virginia children's special health needs network

Family Survey

Your Opinion Counts!

That is why we are asking for your help. Your answers to this survey will **HELP US** better understand the needs of families such as yours, and improve our program to better meet your needs.

Your participation is voluntary and responses are kept confidential. Your answers will not affect any services or benefits available to your child now or at any time in the future.

This survey will take about 10 minutes to complete. Thank you for returning this survey.

Instructions: For most questions, mark your answer with an "X" in the box.

Please answer these questions regarding your child with special needs who is receiving services from Care Connection for Children. If you have more than one child receiving services, please answer the questions for your oldest child.

1. What is the age of your child who receives services from Care Connection for Children? (Check one box)

- ☐ Under 3 years ☐ 14 to 17 years
☐ 3 to 5 years ☐ 18 to 20 years
☐ 6 to 13 years ☐ Over 20

2. My child's race is ... (Check one box)

- ☐ White / Caucasian
☐ Black / African American
☐ Asian
☐ American Indian/Alaskan Native
☐ Hawaiian/Pacific Islander
☐ Other
☐ More than one race

3. My child is... (Check one box)

- ☐ Hispanic or Latino
☐ Not Hispanic or Latino

4. We have been getting services from Care Connection for ... (Check one box)

- ☐ Less than a year
☐ At least one year, but less than 2
☐ 2 years or more
☐ Not Sure

5. Do you have a primary care physician or doctor who your child sees regularly? (Check one box)

- ☐ ¹ Yes ☐ ² No

For each row, circle the number that best describes your agreement or disagreement with the statement.

6. Staff from the Care Connection Center...	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
a. Listen to what I have to say	5	4	3	2	1
b. Give me information I need	5	4	3	2	1
c. Are available when needed	5	4	3	2	1
d. Give my family enough time and attention	5	4	3	2	1
e. Are knowledgeable about my child's condition(s)	5	4	3	2	1
f. Respect my culture and my values	5	4	3	2	1
g. Give me encouragement	5	4	3	2	1
h. Provide timely responses to my questions	5	4	3	2	1

For each row below, circle one number

7. Since Care Connection for Children has been assisting you, has it been easier to do these things?

	Yes	No	Not Sure	Does Not Apply
a. Get prescription medicines for my child	3	2	1	0
b. Get equipment or medical supplies	3	2	1	0
c. Get basic or primary medical care	3	2	1	0
d. Get medical care from a specialist	3	2	1	0
e. Coordinate services among different providers	3	2	1	0
f. Get dental care	3	2	1	0
g. Pay medical costs	3	2	1	0
h. Get or keep health insurance for my child	3	2	1	0
i. Understand my health insurance benefits or help me with denials by my health plan	3	2	1	0
j. Get answers to questions about my child's health and health care services	3	2	1	0
k. Get information about resources in my community	3	2	1	0
l. Get support for me (help from other parents, respite)	3	2	1	0
m. Get educational services for my child	3	2	1	0
n. <i>(Answer this item only if your child is 14 years or older)</i> Prepare my child for adulthood	3	2	1	0

8. Overall, how satisfied are you with the services provided to you by Care Connection for Children?
(Check one box)

☐ Very satisfied

☐ Not very satisfied

☐ Satisfied

☐ Not at all satisfied

9. Has Care Connection for Children helped to improve your child or family's life?
(Check one box)

☐ No improvement

☐ Little improvement

☐ Some improvement

☐ A lot of improvement

YOU ARE DONE! Thank You! Are there any other comments you wish to provide about the services you have received from the Care Connection for Children Center? If yes, use the space on the back.

PLEASE RETURN THE SURVEY IN THE POSTAGE-PAID ENVELOPE PROVIDED

Comments:

THANK YOU SO MUCH for taking the time to give us this feedback. We want our services to be of the highest quality. Your answers will help us better serve families such as yours.

PLEASE RETURN THE SURVEY IN THE POSTAGE-PAID ENVELOPE PROVIDED